TD SYNNEX AWS TechCARE 24x7

Frequently Asked Questions (FAQ)

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1.   What is TD SYNNEX AWS TechCARE 24x7?

AWS TechCARE 24x7 is a comprehensive break/fix support service for AWS environment, backed by AWS Partner-Led Support. AWS TechCARE 24x7 is delivered by a team of highly experienced, AWS-certified engineers with over a decade of expertise, and provides continuous technical assistance, ensuring that any issues or disruptions in your AWS environment are quickly resolved to restore functionality. The service operates 24/7, 365 days a year.

For more details review the AWS TechCARE 24x7 Statement of Service AWS TechCARE 24x7.

2.   What is included in TD SYNNEX AWS TechCARE 24x7?

AWS TechCARE 24x7 is the technical support for AWS services, the support includes troubleshooting, system restoration, and best practice guidance related to AWS environments. The service is provided by TD SYNNEX and backed by AWS Partner-Led Support.

Entitlement	
Service desk Coverage	24 x 7 x 365
Initial Response Times (IRT) SLA	Per severity
Contact Method	Phone/Email/Customer Portal
Tier 1 & Tier 2 Support	yes
Tier 3 support by Manufacturer	Backed by AWS Partner-led Support (PLS)
Hours of service	24/7
Languages	English
Unlimited cases and unlimited contacts	Yes
Architectural Guidance	Contextual to use-cases: - General Guidance included - Ad-hoc Consulting Chargeable
Third Party Software Support	Yes
Trusted Advisor	Checks
Support Automation Workflows	Yes

For more details review the full TD SYNNEX AWS TechCARE 24x7 Statement of Service on AWS TechCARE 24x7.

3.   Who provides TD SYNNEX AWS TechCARE 24x7 support?

The service is delivered by **TD SYNNEX**, backed by **AWS Partner-Led Support** (PLS). This ensures that issues are resolved by highly skilled AWS-certified engineers following AWS best practices and standards. TD SYNNEX has been an AWS support provider for over 10 years and boasts a comprehensive team of support engineers and subject matter experts delivering best-in-class support. The TD SYNNEX technical staff holds over 400 AWS technical certifications, including all associate, professional, and specialty certifications.

4.   Is TD SYNNEX qualified and certified by AWS to provide the support service?

Yes, TD SYNNEX as global corporation is an audited AWS Managed Service Provider (requirement for providing Partner-Led Support-PLS). You can check TD SYNNEX Qualifications on the following link AWS Partner TD SYNNEX Corporation. TD SYNNEX passed the AWS audit in 2015, 2018, 2021, and 2024. The 2021 and 2024 audits received a *perfect score*.

TD SYNNEX has been providing AWS Partner-Led Support for over 10 years, handling more than 10.000 cases per year. Our customer satisfaction rate over the past 365 days is 98.4%.

5. What is in scope for TD SYNNEX AWS TechCARE 24x7 service?

TD SYNNEX AWS TechCARE 24x7 is designed to address **break/fix incidents**, such as:

- System Outages related to AWS Products or Services
- Errors during Configuration
- Troubleshooting and system restoration

6. What is excluded from TD SYNNEX AWS TechCARE 24x7?

Some services are **excluded** from the scope of TD SYNNEX AWS TechCARE 24x7, including:

- On-site support
- Support for applications being hosted by the AWS Service
- On-site hardware or licensing support
- Configuration of non-AWS software and network infrastructure
- Data backup and recovery

Please refer to the **Exclusions** section in the Statement of Service description for a comprehensive list:

https://cloud.tdsynnex.eu/media/11wb5mwj/aws-techcare-24x7_statement-of-service.pdf

7. What happens if my issue requires third-party support?

If your incident involves third-party software or services, **AWS TechCARE 24x7** provides BEST EFFORT support for **third-party software** integrated with AWS, similar to other AWS support plans. Certain limitations may apply depending on the third-party vendor's policies or software compatibility. For more complex third-party software request, **ad-hoc consulting** for architectural guidance may be chargeable and is not a core part of the TechCARE service.

8. Can I receive architectural guidance with TD SYNNEX AWS TechCARE 24x7?

General guidance is included as part of the service to help with the configuration and optimal use of AWS products. **Ad-hoc consulting** or **in-depth architectural support** may be provided at additional cost.

9. What languages does TD SYNNEX TechCARE 24x7 support?

TD SYNNEX AWS TechCARE 24x7 is available in **English**.

10. How does TD SYNNEX AWS TechCARE 24x7 compare with AWS Resold Support?

While both services provide **24/7 support**, AWS TechCARE 24x7 is a **cost-effective** alternative designed to resolve issues on a **break/fix** basis.

You can find the full TD SYNNEX AWS TechCARE 24x7 Statement of Services on the following link: https://cloud.tdsynnex.eu/media/11wb5mwj/aws-techcare-24x7_statement-of-service.pdf

You can find the AWS Resold details on AWS Support Plans

	AWS TechCARE 24x7	AWS Business Support	AWS Enterprise On-Ramp	AWS Enterprise
Customer service and communities	**Yes**	Yes	Yes	Yes
AWS Trusted Advisor	**Yes**	Yes	Yes	Yes
AWS Health	**Yes**	Yes	Yes	Yes
Case Severity / Response Times SLA				
General Guidance	**Next day**	<24hrs	<24hrs	<24hrs
System Impaired	**8 hours**	<12 hrs	<12 hrs	<12hrs
Production System Impaired	**1 hour**	<4 hrs	<4 hrs	<4 hrs
Production System Down	**30 min**	<1 hr	<1 hr	<1hr
Business/ Mission-critical system down	**30 min**	N/A	<30min	<15min
Contact Method	**Phone/Email/Web**	Phone/Chat/Web/Self Service/Communities	Phone/Chat/Web/Self Service/Communities	Phone/Chat/Web/Self Service/Communities
Hours of service	**24/7**	24/7	24/7	24/7
Languages	**EN**	EN	EN	EN
Unlimited cases and unlimited contacts	**Yes**	Yes	Yes	Yes
Architectural Guidance	**Contextual to use-cases: - General Guidance included - Ad-hoc Consulting Chargeable**	Contextual to use-cases	Annual consultative review and guidance base on applications	Annual consultative review and guidance base on applications
Third Party Software Support	**Yes**	Yes	Yes	Yes
Trusted Advisor	**Checks**	Checks	Checks	Trusted Advisor Priority
Support Automation Workflows	**Yes**	Yes	Yes	Yes
Technical Account Management	**No (local CSAM option)**	No	Pool	Designated

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11. How do I access TD SYNNEX AWS TechCARE 24x7 support?

You can access support through the following methods:

- **Zendesk ticketing tool**: You can submit your request via the dedicated TD SYNNEX AWS TechCARE 24x7 portal
- **Email**: You can submit your request via email
- **Phone**: You can submit your request calling the specific support number for your country

The contacts accesses details will be shared by email when subscribing the service.

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12. Who can request support, only partner or also the end customer?

Any user with access to the account which require support can log a ticket, regardless of it is a partner or the end customer. TD SYNNEX AWS TechCARE 24x7 is committed to resolving issues as quickly as possible. Our priority is to minimize downtime and disruption, leveraging our expertise and resources to ensure an effective resolution at the earliest opportunity.

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13. Is there any limit to the number of incidents I can submit?

No, there is **no limit** to the number of incidents you can submit. AWS TechCARE 24x7 provides **unlimited support** for all incidents related to the covered AWS services.

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14. What is the Initial Response Time (IRT) SLA?

The Initial Response Time (IRT) is the maximum time within which a support engineer will acknowledge your incident and begin the troubleshooting process. Response times depend on the severity of the issue:

- **P0 (Emergency)**: system down or product inoperative condition-Initial Contact in 30 minutes
- **P1 (Critical)**: severely affects production or restricts major functionality-Initial Contact in 1 hour
- **P2 (Major)**: issues with no major impact on business systems-Initial Contact in 8 hours
- **P3 (Minor)**: minor condition exists or documentation/functionality question-Initial Contact by next day

15. What is the Resolution Time?

TD SYNNEX does not guarantee and commit on resolution times. Resolution Time is determined upon investigation based on the nature of the reported issue and the complexity of the system. Each issue is unique, as system architectures, customer needs, industries, and product usage vary. However, TD SYNNEX is committed to resolving issues as quickly as possible. Our priority is to minimize downtime and disruption, leveraging our expertise and resources to ensure an effective resolution at the earliest opportunity.

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16. What is considered a Critical Incident?

A **Critical Incident** refers to a critical issue, typically a **P0** or **P1** event, that has significant impact on the Customer's business operations. In these cases, TD SYNNEX applies dedicated management oversight, with frequent updates and faster resolution efforts.

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17. How do I track my incident?

You can track your open incidents and monitor their progress through the **TD SYNNEX AWS TechCARE Zendesk portal**.

You can also request status updates by contacting support directly via phone or email.

The contacts accesses details will be shared by email when subscribing the service.

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18. How do I escalate an incident?

If you need an update or escalation for an issue raised, you can track and update your open incidents through the **TD SYNNEX AWS TechCARE24x7 Zendesk** portal**.** You can also request status updates by contacting support directly via phone or email.

The contacts accesses details will be shared by email when subscribing the service.

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19. What happens if I don't provide required information to an open ticket?

If the required information is not provided within **3–4 calendar days**, TD SYNNEX reserves the right to close the ticket, assuming the issue has been resolved satisfactorily. You can request to reopen the ticket contacting the helpdesk via Zendesk portal, phone or email.

The contacts accesses details will be shared by email when subscribing the service.

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20. How Can I activate TD SYNNEX AWS TechCARE 24x7 on a Member account?

You can request TechCARE24x7 support plan activation by opening a ticket in StreamOne ION [Submit a ticket : TD SYNNEX StreamOne Ion](). Be sure to include the Member account number in your request.

IMPORTANT: For AWS TechCARE 24x7 activation, the Member account must be under a payer setup as TD SYNNEX Partner-Led Support (PLS). If the Member account is currently under a Resold setup payer, it will first need to be transferred to a PLS payer. Once the transfer is complete, we can proceed with activating TechCARE 24x7.

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21. Is TD SYNNEX AWS TechCARE 24x7 available for all my AWS Member accounts?

TD SYNNEX AWS TechCARE 24x7 is available for any AWS account under a payer with a Partner-Led Support (PLS) setup. All accounts within your AWS Organization are entitle for TechCARE 24x7 activation. Every account with active TD SYNNEX AWS TechCARE 24x7 will receive the service.

To request TD SYNNEX AWS TechCARE 24x7 activation for a Member account, please submit your request through ION [Submit a ticket : TD SYNNEX StreamOne Ion](). Be sure to include the Member account number in your request.

IMPORTANT: For AWS TechCARE 24x7 activation, the Member account must be under a payer setup as TD SYNNEX Partner-Led Support (PLS). If the Member account is currently under a Resold setup payer, it will first need to be transferred to a PLS payer. Once the transfer is complete, we can proceed with activating TechCARE 24x7.

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22. Is TD SYNNEX AWS TechCARE 24x7 the only support plan option I have for a Member account?

No, for your Member account you can choose between:

- **AWS BASIC** support, the default non-technical support from AWS for account and billing questions and service quota increases.
- **AWS Developer** support, you can review the feature on AWS Developer Support webpage.
- **TD SYNNEX AWS TechCARE 24x7,** you can review the feature on AWS TechCARE 24x7 Statement of Service

23. Can I change a Member account's support plan from my AWS console?

No, support plan lifecycle management (activation and cancellation) must be requested by opening a ticket in StreamOne ION Submit a ticket : TD SYNNEX StreamOne Ion. On your request, please ensure to provide the Member account number and the support plan you want to activate/deactivate.

24. What happens if I need to cancel TD SYNNEX AWS TechCARE 24x7?

Cancelling TD SYNNEX AWS TechCARE 24x7 means that that Members account will be downgraded to AWS BASIC support plan, the default non-technical support from AWS for account and billing questions and service quota increases.

To cancel the service, please submit your request through ION Submit a ticket : TD SYNNEX StreamOne Ion. Keep in mind that the Service operates on a monthly billing cycle, starting on the first day and ending on the last day of each calendar month. Regardless of the termination date of the Service within a given billing cycle, the charges for the entire cycle will apply.

25. What is TD SYNNEX TechCARE 24x7 price?

TD SYNNEX AWS TechCARE 24x7 Service pricing is based on a fixed percentage of the monthly AWS usage charges associated with TD SYNNEX AWS TechCARE 24x7.
There is no minimum charge, and the fee is calculated solely based on the actual AWS usage during a month. Only the usage associated with accounts that have active support will be considered.
You can find the TD SYNNEX AWS TechCARE 24x7 list price in this ION article EMEA - TD SYNNEX AWS TechCARE 24x7 : TD SYNNEX StreamOne Ion.

NOTE that the percentage applied is TD SYNNEX Partner price. The end customer price will depend on the support markup setup in Charge and Discount in StreamOne ION. You can review the mark-up process here Charges and Discounts: How to Create and Manage Support Plans : TD SYNNEX StreamOne Ion.

26. How is TD SYNNEX TechCARE 24x7 cost calculated?

The Service operates on a monthly billing cycle, starting on the first day and ending on the last day of each calendar month. Regardless of the activation or termination date of the Service within a given billing cycle, the charges for the entire cycle will apply.

The monthly fee is determined by applying a fixed percentage of the **AWS usage charges** for all accounts covered by TD SYNNEX AWS TechCARE 24x7, calculated monthly. There are no minimum charges, and fees are based entirely on actual usage during the billing period.

TDS Support fee is calculated on a per-account basis (*only valid for business that are not under any PPA contract).

Monthly fee is calculated based on each month's gross AWS usage charges (before any usage discounts or credits are applied).

27. How is TD SYNNEX AWS TechCARE 24x7 price compared with AWS Resold?

	AWS TechCARE 24x7	AWS Business	AWS Enterprise On-Ramp	AWS Enterprise
Minimum spend	**no minimum**	100$	5,500 $	15,000 $
Pricing model	**fixed percentage**	Incremental tiers	fixed percentage	Incremental tiers
Pricing	7% of monthly AWS charges	10% for the first $0--$10K 7% from $10K--$80K 5% from $80K--$250K 3% over $250K	10% of monthly AWS charges	10% for the first $0 - $150K 7% from $150K--$500K 5% from $500K--$1M 3% over $1M
Billing terms	Monthly, on a per-account basis* (*it might be different for PPA agreement)	Monthly, on a per-account basis	Monthly, on all account aggregation basis	Monthly, on all account aggregation basis

You can find the TD SYNNEX AWS TechCARE list price on this article EMEA - TD SYNNEX AWS TechCARE 24x7 : TD SYNNEX StreamOne Ion

You can find the AWS pricing details on Pricing for AWS Support Plans | Starting at $29 Per Month | AWS Support

Need More Help?

If your question isn't answered here, please contact your TD SYNNEX trusted advisor today!